

SHIVAM MISHRA
Al noora building ,Abu hail ,Dubai
971542524912
shivam4059@gmail.com

Summary

With 3.5 years of experience managing banking operations for one of India's leading banks, my achievements during the audit in branch were good audit rating, demonstrated strong internal controls control. Proven expertise in conducting due diligence and insuring compliance with AML/KYC regulations.

Work Experience

Sales officer • Mabeaat - Hadaf Al Khaleej Commercial Services LLC

August 2024 - Present | Dubai, United Arab Emirates

- Customer documents for card applications and Ensure complete submission of documents.
- Visit local stores and businesses to convince them For credit card.
- Generating lead on call and through the refrence to make complete monthly target.

Personal banker authorizer • HDFC BANK LTD

January 2024 - August 2024 | Noida, India

- Authorize all cash and non-cash transactions and during authorization follow the guidance of AML/BANKING REGULATIONS/KYC.
- Provide customer service in bank accounts, stop payment, balance certificates, locker access etc.
- Deliverables custodian like DD, ATM, INSTA-KIT, also KEY custodian of branch opening keys.
- Maintained up- to- date knowledge of financial regulations, products and services to provide current and prospective clients with accurate information.
- Conducted due diligence on new customer accounts and payments.
- Mailed all account opening documents after checking the banking check list to concern team.
- Follow Audit compliance which occurred every 3 months in the branch.

TELLER • IndusInd Bank Ltd

September 2022–December 2023 | Gurgaon, India

- Processing daily client transactions accurately, including deposits, withdrawals, outward/inward remittance, fund transfer loan payments, non-cash transactions- NEFT/RTGS.
- During the cash transaction, identify soiled/mutilated and fake currency.
- Monitored transactions to ensure compliance and regulatory requirements.
- Accurately maintained records of each transaction ensure all paper documents are in place within compliance.
- Processing service requests from clients such as Update, changes in account, KYC, RE--KYC both (online /offline), account opening/closing.
- Clients access the safe deposit locker in the bank vault.
- Listened to customer feedback and follow-up on Complaints to help improve satisfaction levels.

Service desk officer • Kotak Mahindra Bank Ltd

December 2020–April 2022 | Gurgaon, India

- Maintained all audit compliance and regulations in the branch.
- As a service officer known for delivering friendly services for walk-in customers.
- Solid knowledge of banking compliance and Regulations.
- Assisted customers with deposits, withdraws, and Cheque clearing, DD, Bank draft.
- Used to pitch various banking products-loans,demat accounts, credit cards, savings accounts.

Digital officer • Teleperformance India

February 2020 - November 2020 | Noida, India

- Process-AXIS BANK
- Receiving inbound calls on a daily basis and helping customers with video KYC, RE-KYC in current & Savings account
- Provide customer service on call, solve queries concerning banking products.
- Increased customer satisfaction rating through empathetic listening and effective solutions
- Respond to 50+ calls daily, resolving 95% of the issue on the first call.
- Following the banking guidelines like AML/KYC/AUDIT compliance.

Education

CSJM University Kanpur

BSc (PCM) - 2016 - 2019

Pursuing Certification in FINANCIAL MODELING

Skills

EDD (enhance due diligence)

Transactions monitoring

Due diligence

AML/AUDIT compliance

Languages

- English — Fluent
- Hindi — Fluent